

# Employer Tool: Statement of Work (SOW) Appendix Charts



These appendix charts outline what is expected from the company and broker and can be included in the Statement of Work. These should include details for global strategic initiatives as well as core broker services.

## Roles and Responsibilities

| Service                         | Deliverable Description                         | Acceptance Criteria         | Deadlines or Frequency                                     | Participating Party  |
|---------------------------------|---|-----------------------------|--|--|
| <b>Global Broker Transition</b> | Global Oversight of Implementation Coordination | Project plan status updates | Weekly   | Broker – Global Account Manager<br>Company – Global Lead   |
|                                 | Regional Coordination                           |                             | Weekly   | Broker – Regional Account Manager<br>Company – Regional Lead   |
|                                 | Country Implementation                          |                             | Weekly & TBD   | Broker – Local Country Lead<br>Company – Country Lead  |
|                                 | Review and update Rules of the Road guidelines  |                             | Annually<br>As needed if change<br>As needed with turnover | Broker – Global, Regional & Local Country<br>Company – Global, Regional & Country leads<br>(possible procurement also) |



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| Service                             | Deliverable Description                             | Acceptance Criteria   | Deadlines or Frequency                              | Participating Party   |
|-------------------------------------|---|---|---|---|
| <b>Global Coordination Services</b> | Benefits Inventory Database                         | Database updated  | XX days from effective date of policy for all work. | Broker – Local (responsible for updating)<br>Broker – Regional/Global (responsible for ensuring locals on task)<br>Company – Global, Regional, Local (responsible for review)<br>NOTE: This assumes broker is assigned as the one updating the system, if other parties are also responsible, they should be noted as well. |
|                                     | Global Benefits Management Analytics                | Quarterly reports and online interactive portal   | XX days after SOW executed                          | Broker – Local (responsible for updating)<br>Broker – Regional/Global (responsible for ensuring locals on task)<br>Company – Global, Regional, Local (responsible for review)   |
|                                     | Proactive Coordination Services                     | Provide regular metrics about claims, pooling, fees, cost savings and legislative updates | Quarterly   | Broker  |
|                                     | Participate in regional and global regular meetings |   | As scheduled  | Broker – Global & Regional<br>Company – Global & Regional   |

| Service                       | Deliverable Description           | Acceptance Criteria                                 | Deadlines or Frequency      | Participating Party                                       |
|-------------------------------|-----------------------------------|---|-----------------------------|---|
| <b>Renewals / Remarketing</b> | Rules of the Road review          | Update guidelines                                   | Annually                    | Broker – Global & Regional<br>Company – Global & Regional |
|                               | Planning                          | Proactive analysis on costs and plan design changes | XX days before renewal date | Broker – Local<br>Company – Local                         |
|                               | Document Release                  | NDA, Data Privacy Questionnaire, RFP                | XX days before renewal date | Broker – Local  |
|                               | Recommendation Report             | Recommendation summary                              | XX days before renewal date | Broker – Local  |
|                               | Negotiation                       | Recommendations and negotiations                    | XX days before renewal date | Broker  |
| <b>Administration</b>         | Details outlined at country level |   |                             |   |

With the assistance of regional and local colleagues, the company and broker will want to complete these appendices with services and fees at a country level to make sure expectations are clear for all parties.<sup>5</sup>

### Services by Country Sample

| Country          | Admin Processing and Enrollment | Admin Claims Reimbursement and Advocacy | Admin Technology System           | Employee Benefits Education |
|------------------|---------------------------------|---|-----------------------------------|-----------------------------|
| <b>Argentina</b> | Yes                             | No                                      | Administrator and employee access | Yes, for additional fees    |

| Country        | Data Maintenance | Event Processing | Claims Adjudication | Audits / Reporting | Invoice Accuracy |
|----------------|------------------|------------------|---------------------|--------------------|------------------|
| <b>Hungary</b> | Yes              | Yes              | No                  | No                 | Yes              |





## Fee Structure Country Sample

| Country | Type of Coverage | Commission Rate | Fee Rate         |
|---------|------------------|-----------------|------------------|
| India   | Life             | XX%             |                  |
|         | AD&D             |                 | \$XX Per Insured |
|         | Medical          | XX%             |                  |

## Performance Guarantee Metrics

| Service Category   | Region | Metric                                    | Service Level | Penalty     |
|--------------------|--------|---|---------------|-------------|
| Claims Information | All    | Broker to provide quarterly claims report | XX%           | XX% of fees |

## Company Decision-Making Structure

Based on company structure, culture and guidelines, indicate whether each role is a decision-maker, approver, reviewer or party to be informed about the final decision.

| Element     | Local Colleagues | Regional Benefits | Global Benefits | Procurement | Global C&B Executive |
|-------------|------------------|-------------------|-----------------|-------------|----------------------|
| Plan Design |                  |                   |                 |             |                      |
| Remarketing |                  |                   |                 |             |                      |
| Renewing    |                  |                   |                 |             |                      |
| Pooling     |                  |                   |                 |             |                      |